

MAR 12 2001

INTRODUCTION

INDIANA UTILITY
REGULATORY COMMISSION

KPMG Consulting has been retained to develop and execute an independent third-party OSS evaluation that tests Ameritech-Indiana's OSS systems, interfaces, and processes to determine whether Ameritech's provision of access to OSS functionality enables and supports CLEC entry in the local market in Indiana. This document describes KPMG Consulting's understanding of its statement of work.

Master Test Plan changes shall be reflected, as necessary, in KPMG Consulting's statement of work.

1.0 Test Roles

In its order, dated December 11, 2000, the Indiana Utilities Regulatory Commission (IURC) defined the following five test roles:

1. Project Manager
2. Test Administrator
3. Pseudo-CLEC
4. Gateway Services Provider
5. Performance Metrics Auditor

KPMG Consulting has been retained to perform all of these roles except the Gateway Services Provider role¹.

2.0 Project Manager

2.1 Overview

This section shall define the various activities to be performed and deliverables to be produced by KPMG Consulting in the project manager role.

2.2 Activities

2.2.1 Project Coordination: KPMG Consulting shall coordinate all project duties consistent with its responsibilities as the independent third-party tester,

¹ KPMG Consulting assumes that the IURC's term "Test Administrator" approximates the Master Test Plan's definition of the "Test Manager." KPMG Consulting assumes that the IURC's term "Pseudo-CLEC" approximates the Master Test Plan's definition of the "Test CLEC."

including financial management, vendor relationships, detailed test plan development, internal work scheduling and resource usage and other relevant issues.

2.2.2 Project Management Calls: KPMG Consulting expects to conduct regularly scheduled conference calls to discuss project management issues between Ameritech, IURC staff and KPMG Consulting. CLECs will not participate on these calls.

2.2.3 Master Test Plan Development: KPMG Consulting is participating in a collaborative development process with the IURC staff, Ameritech, CLECs, the Indiana Office of Utility Consumer Counselor (OUCC) and other interested parties to develop a Master Test Plan (MTP).

2.2.4 Exception/Observation Coordination: KPMG Consulting shall coordinate the development, disclosure, administration and closure of all KPMG Consulting observations and exceptions in accordance with the observations and exceptions processes that will be developed during the test period.

2.2.5 Observation Calls: KPMG Consulting shall conduct a conference call to discuss observations published as a result of testing activities. These calls will occur at regularly scheduled intervals. A standing conference bridge will be established and distributed for the call.

Calls will be coordinated by KPMG Consulting and directed towards eliciting information related to particular observations from Ameritech. The IURC staff has indicated that CLECs, the OUCC and other interested parties will participate in these calls.

2.2.6 Exception Calls: KPMG Consulting shall conduct conference calls to discuss exceptions published as a result of testing activities. These calls will occur at regularly scheduled intervals. A standing conference bridge will be established and distributed for the call.

Calls will be coordinated by KPMG Consulting and directed towards eliciting information related to particular exceptions from Ameritech. The IURC staff has indicated that, CLECs, the OUCC and other interested parties will participate in these calls.

2.2.7 CLEC Status Calls: KPMG Consulting shall conduct a CLEC status conference call to discuss general testing issues and provide test progress. These calls will occur at regularly scheduled intervals. A standing conference bridge will be established and distributed for the call.

The call will be coordinated by KPMG Consulting. The IURC staff, CLECs, the OUCC and other interested parties will be invited to participate. Ameritech will not participate in CLEC status calls

2.2.8 CLEC Face-to-Face Meetings: On an periodic basis, KPMG Consulting shall conduct face-to-face meetings with the IURC staff, CLECs, the OUCC and other interested parties to provide an update on the Ameritech-Indiana OSS Evaluation. Ameritech will not attend these sessions.

2.2.9 Ad Hoc Meetings: The need for KPMG Consulting to propose unscheduled, or ad hoc, meetings with Ameritech, the IURC staff, the CLECs and/or other interested parties may arise. In such a case, KPMG Consulting shall attempt to provide relevant parties with seven calendar days notice. However, in all cases, KPMG Consulting shall give relevant parties a minimum of two calendar days notice (unless parties agree otherwise).

2.2.10 Post-Evaluation Testimony: KPMG Consulting shall provide post-evaluation testimony regarding the conduct and conclusions of the Ameritech-Indiana OSS Evaluation.

2.2.11 Work Paper Development and Maintenance: During the evaluation, KPMG Consulting shall develop and maintain internal work papers that catalogue documents, data, interviews and other items relevant to the testing process and the conclusions drawn in the final report.

2.2.12 Additional Report Development: KPMG Consulting will develop mutually agreeable reporting or work product requirements, in consultation with and/or as requested by IURC staff. Such reports may include, but are not limited to, a "Getting Started" report and an Interim Report.

2.3 Deliverables

2.3.1 Master Test Plan Change Management Procedures: KPMG Consulting shall work with the IURC staff to develop Master Test Plan change management procedures that will govern the proposal and acceptance of changes to the Master Test Plan subsequent to its initial approval by the IURC. KPMG Consulting expects that the IURC staff will involve the collaborative participants in the development of the Master Test Plan change management procedures.

2.3.2 Detailed Work Plan: Upon completion and approval of the Master Test Plan, KPMG Consulting shall develop an initial detailed work plan. Along with the

Master Test Plan, the detailed work plan will allow interested parties to develop an understanding of the issues and subjects to be addressed during this evaluation. The detailed work plan will also provide interested parties and KPMG Consulting a reference document to use and update throughout the Ameritech-Indiana OSS Evaluation.

Using a Gantt chart and other project planning tools, this initial detailed work plan will establish the preliminary estimates of timing, activities, schedules and levels of effort for the Ameritech-Indiana OSS Evaluation.

The detailed work plan will include notation of a number of major milestones that will mark the completion of certain elements of the evaluation.

Milestones, deliverables and due dates will be established based on the development, scope and approval of the Master Test Plan.

2.3.3 KPMG/HP Consulting Scope of Work: KPMG Consulting and HP shall develop a scope of work document, which will define the nature, type and breadth of the coordination of work between these organizations. This document is a deliverable to be produced during the test, and will not be finalized before approval of the Master Test Plan. This scope of work document will be posted to the project website. Any necessary changes to the document will be made in accordance with the change management process developed between KPMG Consulting and HP.

2.3.4 KPMG/Ameritech Coordination Procedures: KPMG Consulting shall develop internal work procedures governing all interactions between KPMG Consulting and Ameritech. These internal work procedures are intended to standardize contact between these organizations, promote tracking of contact, and, in the case of the Test CLEC, prevent blindness from being compromised, to the maximum extent possible.

2.3.5 Observation Procedures: KPMG Consulting shall develop and maintain procedures that will govern the development, disclosure, administration and closure of observations in Indiana. Observations produced by all test roles will be coordinated under the project management role.

2.3.6 Observation Conference Call Summary Notes: KPMG Consulting will maintain summary notes of observation calls and activity. These notes will be updated and posted within five business days of any such call on KPMG Consulting's OSSTesting.com Web site.

2.3.7 Exception Procedures: KPMG Consulting shall develop and maintain procedures that will govern the development, disclosure, administration and closure of exceptions in Indiana. Exceptions produced by all test roles will be coordinated under the project management role.

2.3.8 Exception Conference Call Summary Notes: KPMG Consulting will maintain summary notes of exception calls and activities. These notes will be updated and posted within five business days of any such call on KPMG Consulting's OSSTesting.com Web site.

2.3.9 KPMG Internal "Firewall" Procedures: KPMG Consulting shall develop internal work rules governing interactions between Test Management and Test CLEC personnel. These procedures will describe the assignment of personnel and the interaction (or prohibition thereof) between these roles. KPMG Consulting personnel assigned to "Test Manager" roles in other Ameritech states shall be specifically prohibited from participating in "Test CLEC" activities in Indiana. These internal work procedures are intended to foster simulation of the "CLEC experience" and support test blindness, to the maximum extent possible.

2.3.10 Final Report: Upon completion of the evaluation, and in accordance with the detailed work plan, KPMG Consulting shall produce and deliver a final report to Ameritech and the IURC. The final report shall be a single fully integrated document, containing input from, and conclusions based upon, all of KPMG Consulting's test roles.

2.3.11 Additional Reports: KPMG Consulting will produce other mutually agreeable reports and work products, to the extent that such additional reports are defined and developed (see activity 2.2.13). Such additional reports may include, but are not limited to, a "Getting Started" report and an Interim Report.

3.0 Test Manager

3.1 Overview

This section shall define the various activities to be performed and deliverables to be produced by KPMG Consulting in the Test Manager role. KPMG Consulting assumes that the IURC's term "Test Administrator" approximates the Master Test Plan's definition of the "Test Manager."

3.2 Activities

3.2.1 Data Stores: KPMG Consulting expects to perform the following functions with respect to its data stores: 1) Design Indiana data stores; 2) Archive and maintain test data and results; and 3) Provide statistical analysis of results.

3.2.2 Identification of Potentially Duplicative Tests: KPMG Consulting assumes that the IURC's use of the term "duplicative tests" refers to the possibility that tests from one or more of the other Ameritech states will overlap with one or more tests in Indiana. Implicit within the concept of a "duplicative test" is the proposition that commonality exists within Ameritech's OSS systems, processes, procedures, business rules and/or union rules across one or more of the relevant states. KPMG Consulting understands that the Master Test Plan does not contemplate the concept of a "commonality assessment" to identify potentially duplicative tests prior to the commencement of testing.

The general presumption of the Indiana Master Test Plan is that all facets of the test plan, including but not limited to the A-AA issues, will be tested specifically for Indiana. KPMG Consulting will review OSS testing in other states in the Ameritech region to determine whether the results of those tests may be applicable to any specific portion of the Master Test Plan. KPMG Consulting, after notice to and reasonable opportunity for input by the collaborative participants, may recommend to the IURC to utilize the results of those tests rather than conducting duplicative testing, where KPMG Consulting can attest that the testing done in other states is independent and reliable and can be used as a basis for evaluation acceptable to the IURC or its representatives. According to guidance from the IURC, to be considered duplicative, a test must meet the specifications listed in the Indiana Master Test Plan, and apply to OSS that is the same as that used in Indiana. An OSS will be considered the same if the identical process is used in Indiana as that used in another state or the process is so substantially similar due to personnel, training, procedures, or other factors that a reasonable person would expect similar performance. It is understood that the IURC Staff may recommend and/or the presiding officers or the Commission may require, additional criteria to be met in order for testing to be considered duplicative and that the language in the Indiana Master Test Plan regarding duplicative testing and "regional vs. state-specific testing issues" may not be exhaustive, from the perspective of the IURC Staff, the presiding officers, and/or the Commission.

3.2.3 Allocation of Scenarios: The various scenarios are listed in Appendix A of the Master Test Plan. During testing, KPMG Consulting expects to seek CLEC participation and information regarding specific test instances (developed as a result of these scenarios and their test cases). Actual allocation of these test instances to the various parties will result from the number and type of instances required by the approved statistical methodology, approval of the Master Test

Plan, subsequent development and provisioning of a test bed, and the level of cooperation elicited from the various test parties.

3.2.4 Identification of Test Target Switches: As part of test bed development, KPMG Consulting shall request an Indiana "landscape" document from Ameritech, which details central offices, switch types, LATAs, billing rate zones, collocation types, and other relevant information for the state. KPMG Consulting may also request similar information from participating CLECs, as necessary. KPMG Consulting shall use this information to identify the relevant information to design the Indiana test bed.

3.2.5 Manage Tests: KPMG Consulting shall address test management by organizing its internal operations to mirror the major business functions performed by a telecommunications carrier:

1. Order Management (Pre-Ordering and Ordering)
2. Provisioning, Maintenance and Repair
3. Billing
4. Relationship Management Infrastructure

Additionally, KPMG Consulting's test operations shall also receive internal support from systems engineering, information systems and other relevant groups.

Particularly, KPMG Consulting shall further subdivide its operations in Order Management and Provisioning, Maintenance and Repair into Test Management personnel and Test CLEC personnel to aid in the promotion of test blindness and objectivity. Test Management and Test CLEC personnel shall be subject to KPMG Consulting's internal "firewall" procedures (addressed in the project manager section), detailing the interaction between the two groups.

3.2.6 Transmit, Receive and Log Transactions to/from Test CLEC: KPMG Consulting shall perform activities in conjunction with the Gateway Services Provider, to transmit, receive and log transactions to/from the Test CLEC. Activities will vary based on Ameritech's file protocols, the Gateway Services Provider's file protocols and other technical considerations that will be established during project set-up and interface development testing.

3.2.7 Analyze Transaction Files: KPMG Consulting shall conduct its transaction file analysis employing KPMG Consulting's methodology for that particular test or domain. KPMG Consulting will log and file the outcomes of these analytical exercises in its internal project work papers.

3.2.8 Arrange/Conduct Interviews and Walk-Through: KPMG Consulting shall arrange and conduct interviews, observations and other on-site activities. In cases where notification is necessary, KPMG Consulting will arrange these activities through the specific Ameritech or CLEC participant/test target and the Ameritech or CLEC contact coordinator. In case of a surprise visit, KPMG Consulting shall not notify the particular parties in advance.

KPMG Consulting shall conduct its on-site testing activities employing a methodology that has been developed for that particular test or domain. KPMG Consulting will log and file the outcomes of these test activities in its internal project work papers.

3.2.9 Manage Re-Tests: KPMG Consulting shall manage any necessary re-test activities utilizing the same methodology for that particular test or domain employed in test management (as noted above in 3.2.5).

3.2.10 Archive Test Results: KPMG Consulting shall archive test data and results in its data stores until the end of the Indiana evaluation. Additionally, KPMG Consulting shall maintain internal project work papers that catalogue relevant test activities, data and results until the end of the Indiana evaluation.

3.2.11 Compliance with Statistical Methodology: KPMG Consulting shall develop and implement processes to help ensure compliance with the statistical methodology that has been approved or ordered by the IURC through a number of activities, including, but not limited to: 1) Developing test bed specifications in conjunction with Ameritech and the CLECs that conform to the specified standards (sample sizes, etc.). These specifications shall be consistent with the statistical methodology that has been approved or ordered by the IURC; 2) Producing statistical results in accordance with the statistical methodology that has been approved or ordered by the IURC (i.e., performing analyses as specified); 3) Reviewing results and performing additional statistical analyses, as necessary. These additional statistical analyses shall also be consistent with the statistical methodology that has been approved or ordered by the IURC.

3.2.12 Assess Non-EDI Interface Access Requirements: KPMG Consulting shall assess the need to develop or obtain from CLECs access to non-EDI interfaces to perform or assist in KPMG Consulting's test activities (e.g., interface development verification and validation review of the EBTA system).

3.2.13 Obtain Non-EDI Interfaces: KPMG Consulting shall obtain access to non-EDI interfaces from participating CLECs to perform or assist in KPMG Consulting's test activities (e.g., interface development verification and validation review of the EBTA system), as necessary. In the event that

developing or obtaining access to non-EDI interfaces requires CLEC support, KPMG Consulting shall work with the IURC Staff and CLECs volunteering to participate in the test. Protocols will be developed based on the needs of each test and the level of support required from the CLECs.

3.3. Deliverables

3.3.1 Test Scenarios: The test scenarios describe at a high-level realistic situations in which CLECs purchase wholesale services and network elements from Ameritech to be resold or repackaged to the CLEC's end-user customer on a retail basis, as well as situations in which CLECs access repair, maintenance, and billing services. The key principles applied in generating the scenarios include: (1) emulating real world coverage, mix, and types of transactions while (2) balancing the requirement for practical and reasonably executable transactions which would not unduly disrupt normal production or negatively affect customer service. In general, each test scenario describes a real-world situation that will be used to create test cases.

KPMG Consulting assumes that Appendix A in the Indiana Master Test Plan will contain a list of scenarios based on a current understanding of the products and capabilities that are likely to be available at the time the test is executed. Depending upon changes in availability, the scenarios may need to be modified before the test begins.

3.3.2 Test Cases: Test cases are internal deliverables that provide the actual detailed instructions required to build individual transaction test instances. Test cases represent variations on the basic scenario for which the test case is produced.

3.3.3 Test Instances: Test instances are internal deliverables that are derived from test cases for specific customer accounts.

3.3.4 Define Test Bed Specifications: KPMG Consulting shall consider a number of factors in defining test bed specifications, including, but not limited to: 1) the real world coverage, mix, and types of transactions; 2) the need to balance the requirement for practical and reasonably executable transactions which would not unduly disrupt normal production or negatively affect customer service; 3) information provided by Ameritech and CLECs in their Indiana "landscape" documents; 4) ILEC and CLEC volume forecasts; and 5) the Indiana statistical methodology (i.e., the statistical methodology approved or ordered by the IURC). IURC staff will participate in development of test bed specifications.

3.3.5 Receive Test Bed Data: Once the Indiana test bed specifications have been defined, KPMG Consulting shall submit the relevant information to Ameritech and the CLECs. Parties will be given an appropriate amount of time to provision the necessary accounts. KPMG Consulting shall provide direction to each party regarding submission of the Customer Service Records (CSRs) for these accounts.

3.3.6 Validate Test Bed Data: Upon receipt of test bed CSRs, KPMG Consulting shall validate these CSRs through a number of activities, including, but not limited to: 1) verifying the completeness of the submission; 2) verifying the accuracy of CSR information; and 3) ensuring that CSRs conform to the test bed specifications. KPMG Consulting will work with parties to resolve any issues that may arise with the submission of test bed accounts.

3.3.7 Final Report: Upon completion of the evaluation, and in accordance with the detailed work plan, KPMG Consulting shall produce and deliver a final report to Ameritech and the IURC. The final report shall contain input from the Test Manager.

3.3.8 Additional Reports: The Test Manager will produce other mutually agreeable reports and work products, to the extent that such additional reports are defined and developed (see activity 2.2.13). Such additional reports may include, but are not limited to, a "Getting Started" report and an Interim Report.

4.0 Test CLEC

4.1 Overview

This section shall define the various activities to be performed and deliverables to be produced by KPMG Consulting in the Test CLEC role. KPMG Consulting assumes that the IURC's term "Pseudo-CLEC" approximates the Master Test Plan's definition of the "Test CLEC."

4.2 Activities

4.2.1 Perform CLEC Business Entry Tasks: KPMG Consulting shall perform the necessary administrative and logistical tasks to prepare the Test CLEC for test operations. These activities include, but are not limited to: 1) Negotiate or amend an interconnection agreement; 2) Fulfill other CLEC requirements with Ameritech such as submission of required paperwork, etc.; and 3) Obtain the necessary operational readiness certification. KPMG Consulting will work with the IURC staff to determine how the IURC's requirements or practices will be addressed during this activity.

4.2.2 Obtain Interconnect and Other Telecomm Facilities: KPMG Consulting shall not operate as a facilities-based carrier in Indiana. Physical facilities, when required by test parameters, will be provisioned by Ameritech or participating CLECs.

4.2.3 Transmit, Receive and Log Transactions to/from Test Manager: KPMG Consulting shall perform activities in conjunction with the Gateway Services Provider, to transmit, receive and log transactions to/from the Test Manager. Activities will vary based on Ameritech's file protocols, the Gateway Services Provider's file protocols and other technical considerations that will be established during project set-up and interface development testing.

4.2.4 Transmit, Receive and Log Transactions to/from Gateway Services Provider: KPMG Consulting shall perform data translation activities, as necessary, to transmit, receive and log transactions to/from the Gateway Services Provider. Data translation activities will vary based on Ameritech's file protocols, the Gateway Services Provider's file protocols and other technical considerations that will be established during project set-up and interface development testing.

4.2.5 Analyze Transaction Files: KPMG Consulting shall conduct its transaction file analysis employing KPMG Consulting's methodology for that particular test or domain. KPMG Consulting will log and file the outcomes of these analytical exercises in its internal project work papers.

4.2.6 Conduct Transaction Tests: KPMG Consulting shall conduct the transaction tests specified in the Master Test Plan employing its OSS interface transaction testing technologies. In conducting transaction tests wherein Test CLEC personnel participate, KPMG Consulting will avail itself only of information, data, instructions, etc. that are publicly available to the CLEC community. KPMG Consulting shall conform to the protocols set forth in its internal "firewall" procedures. Further, KPMG Consulting will log and file the outcomes of transaction test activities in its internal project work papers.

4.2.7 Conduct Operational Tests: The Master Test Plan does not include a reference to "operational tests," but rather identifies three test families: 1) Transaction Verification and Validation tests; 2) Processes and Procedures Reviews; and 3) Performance Metrics Reviews. The Master Test Plan does refer to "operational analysis" (to focus on the form, structure and content of the business process under study) and "operational reviews" (as part of *TVV4: Provisioning Verification and Validation*). Operational analyses and operational reviews are functions of the Test Manager. KPMG Consulting shall perform these functions according to the methodology described in *3.2.5 Manage Tests*.

4.2.8 Develop Non-EDI Interfaces: KPMG Consulting shall develop non-EDI interfaces to perform or assist in the performance of test activities, as necessary. KPMG Consulting shall rely solely on information publicly available to CLECs during the development process.

4.3 Deliverables

4.3.1 Final Report: Upon completion of the evaluation, and in accordance with the detailed work plan, KPMG Consulting shall produce and deliver a final report to Ameritech and the IURC. The final report shall contain input from the Test CLEC.

4.3.2 Additional Reports: The Test CLEC will produce other mutually agreeable reports and work products, to the extent that such additional reports are defined and developed (see activity 2.2.13). Such additional reports may include, but are not limited to, a "Getting Started" report and an Interim Report.

5.0 Performance Metrics Auditor

5.1 Overview / Audit Objectives

This section shall define the various activities to be performed and deliverables to be produced by KPMG Consulting in the performance metrics auditor role.

KPMG Consulting shall conduct specific tests, as prescribed by the Master Test Plan, to evaluate the systems, processes, and other operational elements associated with Ameritech's support for Performance Metrics (Service Quality Measurements).

As stated in the Master Test Plan, the performance metrics audit test will be conducted using the United States General Accounting Office Government Auditing Standards related to issues of performance audits as applicable to public utilities, as determined by KPMG Consulting in the exercise of its reasonable professional judgment in consultation with the IURC staff, as applicable.

5.2 Activities

5.2.1 Audit PM Data Collection: Audit performance metrics data collection is addressed as "PMR1: Data Collection and Storage Verification and Validation Review" in the Master Test Plan.

PMR1 is intended to determine the adequacy and completeness of key policies and procedures for collecting and storing performance data. The test will evaluate the extent to which Ameritech's operations are consistent with the policies and procedures – i.e., are the policies and procedures being followed consistently.

5.2.2 Audit PM Results Calculations: Audit performance metrics results calculation is addressed as "PMR5: Metrics Calculations and Reporting Verification and Validation Review" in the Master Test Plan.

PMR5 is intended to evaluate the processes used to calculate performance metrics and retail analogs. The test will rely on re-calculating metrics and retail analogs and reconciling any discrepancies to verify and validate the reporting of the metrics. The test will use both retrospective data and data collected by Ameritech from the execution of transactions by the Test CLEC. This test will also analyze the documentation published by Ameritech about metrics and the consistency between the documentation and the procedures used for calculating metrics. The test will rely on checklists, document reviews, inspections, and standard statistical techniques.

5.2.3 Analyze Data Integrity: Data integrity is addressed as "PMR4: Metrics Data Integrity Verification and Validation Review" in the Master Test Plan.

PMR4 is intended to evaluate the overall policies and practices for processing the data used by Ameritech in the production of the reported performance metrics and standards. This test will rely on document reviews, inspections, and sampling of partially converted data. Both CLEC and retail data will be included in the test. In addition, both retrospective data and data derived from the transactions submitted by the Test CLEC will be included.

5.2.4 Compare Auditor Results with SBC/Ameritech Results: Based on the Master Test Plan, KPMG Consulting shall compare its results with Ameritech results as part of PMR4 and PMR5.

5.2.5 Analyze Differences Between Auditor Results and SBC/Ameritech Results: Based on the Master Test Plan, as a part of PMR4 and PMR5, KPMG Consulting shall analyze and report, as appropriate, any differences between its results and Ameritech's results.

5.3 Deliverables

5.3.1 Final Report: Upon completion of the evaluation, and in accordance with the detailed work plan, KPMG Consulting shall produce and deliver a final report to Ameritech and the IURC. The final report shall contain input from the Performance Metrics Auditor.

5.3.2 Additional Reports: The Performance Metrics Auditor will produce other mutually agreeable reports and work products, to the extent that such additional reports are defined and developed (see activity 2.2.13). Such additional reports may include, but are not limited to, a "Getting Started" report and an Interim Report.

6.0 Resource Staffing

6.1 Overview

This section shall address staffing for the various stages of the Ameritech-Indiana OSS Evaluation.

KPMG Consulting will manage its personnel to meet project objectives. All reasonable steps will be taken to ensure that the project has adequate staffing levels and to foster project staffing continuity.

6.2 MTP Development Staffing

During the development of the Indiana Master Test Plan, KPMG Consulting shall assign the following individuals to the Ameritech-Indiana OSS Evaluation:

1. Mr. John Eringis, Project Managing Director
2. Ms. Carla Morreale, Ameritech Projects Manager
3. Mr. Christopher Casey, Indiana Implementation Manager
4. Ms. Jordana Siegel, Project Coordinator

KPMG Consulting shall also involve various subject matter experts to advise and participate on an ad hoc basis, as necessary. Additionally, KPMG Consulting shall assign various personnel for general office support, project billing, infrastructure development, information systems support and other key functions, as necessary.

6.3 Test Planning, Execution and Reporting Staffing

In addition to the personnel identified above, during test planning, execution and reporting phases, KPMG Consulting will rely on the following key personnel to direct the Ameritech-Indiana OSS Evaluation:

1. Mr. Michael Adderly, Operations Center Managing Director
2. Mr. Charles King, Systems Engineering Managing Director
3. Ms. Mary Ann Quinn, Order Management
4. Mr. Bob Falcone, Systems Engineering Manager
5. Mr. Tobias Schwartz, Relationship Management and Infrastructure
6. Mr. Steve Sesko, Maintenance, Repair and Provisioning
7. Mr. Alan Salzberg, Statistics
8. Mr. Harry Greaves, Transaction Test Reporting
9. Ms. Elizabeth Fuccillo, Billing
10. Mr. Steve Strickland, Performance Metrics Audit

KPMG Consulting shall also involve various subject matter experts and other consulting personnel to perform test planning, execution and reporting activities consistent with KPMG Consulting's test roles. Additionally, KPMG Consulting shall continue to utilize various personnel for general office support, project billing, infrastructure development, information systems support and other key functions, as necessary.

6.4 Post-Test Staffing

During the post-test phase, KPMG Consulting shall assign the individuals involved in the Master Test Plan development phase, including all ad hoc and other support personnel, to various test closure activities, such as production of a final bill, notification of disuse of facilities, etc.

KPMG Consulting test personnel shall participate in post-evaluation testimony, as necessary.

6.5 Location of Resources and Activities

KPMG Consulting shall perform numerous test activities from its OSS testing operations center in Philadelphia, Pennsylvania. However, many test activities will also occur at various Ameritech and CLEC facilities and other locations both within and outside of the state of Indiana. In such cases, KPMG Consulting shall perform test activities on-site, as necessary. The location of these test activities will vary based on the scheduled activity.

7.0 Considerations, Limitations and Assumptions

7.1 Overview

KPMG Consulting assumes that the approved Master Test Plan will reflect a number of assumptions, limitations, global entrance and exit criteria, and test-specific entrance and exit criteria. These items will serve as dependencies and assumptions for the project at-large.

Additionally, KPMG Consulting assumes that the implicit assumptions, etc. in the Master Test Plan with respect to test objective, plan overview, test framework, etc. will remain unchanged by further IURC Collaborative efforts. To the extent the Master Test Plan is changed, it is possible that there would be an impact in the length, size or scope of the Ameritech-Indiana OSS Evaluation.

7.2 Additional Considerations, Limitations and Assumptions

In addition to the assumptions et al that will be specified in the Master Test Plan, the project and its elements, such as the detailed work plan, KPMG Consulting has made the following key assumptions:

7.2.1 Zero Defects on the Critical Path: Some deficiencies may be uncovered during the test which may delay test activities or require re-testing in such a manner that the end date of the project is impacted. Deficiencies include those related to systems, documentation, and methods and procedures. KPMG Consulting's detailed work plan will reflect a "zero defect in the critical path" approach.

7.2.2 "A - AA" Issue Implementation: Numerous OSS modifications and enhancements to be implemented by Ameritech are commonly referred to as the "A-AA" list. The detailed work plan will assume that: 1) comprehensive, detailed documentation regarding these modifications and enhancements is available prior to implementation; and 2) Ameritech will fully implement these modifications and enhancements by the implementation date required for the test. It is possible that these dates may precede the commitment dates currently established by Ameritech.

7.2.3 Changes to Ameritech Processes, Systems, and Performance Measures: In addition to the enhancements specified in "A-AA," it is anticipated that there will be changes to processes, systems, and performance measures during the course of the test. The detailed work plan will assume that none of these changes will require a change to the overall project duration.

7.2.4 Ameritech-Supplied Test Bed: The plan will assume that Ameritech will provision requested test bed resources completely and accurately within the specified timeframe in advance of the project plan tasks that require use of such test bed resources.

7.2.5 CLEC-Supplied Test Bed: The detailed work plan will assume that CLECs will provide requested test bed resources (e.g., access to coordinated provisioning events) in accordance with project requirements.

7.2.6 Account Establishment: The detailed work plan will assume that account establishment activities are sufficiently completed by a certain time such that KPMG Consulting and Hewlett Packard have access to the Ameritech documents and personnel necessary to initiate development of an application-to-application EDI interface.

7.2.7 Development of EDI Gateway: KPMG Consulting and Hewlett Packard will develop a detailed, integrated work plan. The detailed work plan will assume that all KPMG Consulting-HP interdependencies can be resolved within the constraints of the detailed work plan.

7.2.8 Timely Provision of Information: KPMG Consulting will assume that Ameritech will be able to address interview and data requests on a timely basis, which for the purposes of this document is seven business days from request to fulfillment. Also, there is an assumption that metrics data will be available for analysis by KPMG Consulting in a manner which does not impact the project schedule. KPMG Consulting will also assume that Ameritech and the CLECs will provide access to facilities in order to conduct test activities (e.g., provisioning observations, DUF calls) in a manner which does not impact the project schedule.

7.2.9 IURC Project Management: KPMG Consulting assumes that IURC staff will monitor the project management of the test. Staff will be readily available to provide assistance and guidance throughout the conduct of the test. IURC staff will also participate in project management meetings, CLEC status calls, observations and exceptions calls, as necessary.

7.2.10 MTP Changes: It is anticipated that changes may become necessary to the Master Test Plan. The detailed work plan will assume that none of these changes will require a change to the overall project duration. Furthermore, the detailed work plan will assume that no substantial changes to the test governance/methodology will occur. Substantial changes include, but are not limited to, changes to the nature and/or scope of the Master Test Plan, statistical methodology, standards, analogs, benchmarks or parity determinations.

7.2.11 Test Methodology: KPMG Consulting expects that the Master Test Plan will reflect a military style, "test until pass" approach. KPMG Consulting's project methodology as described in this document reflects this assumption.

7.2.12 Escalation Procedures: KPMG Consulting expects that IURC staff will propose escalation procedures for instances when KPMG Consulting may request guidance on certain items by the IURC.

7.2.13 Test Reporting: KPMG Consulting assumes that it shall deliver its final report to Ameritech and IURC staff.

7.2.14 "Getting Started" Report, Interim Report, and Other Additional Reports: The IURC staff has indicated that it seeks, at a minimum, the development of a "Getting Started" Report and an Interim Report. KPMG Consulting will work with IURC staff to develop such additional reports. To the extent that such reports are defined and developed, KPMG Consulting understands that it shall be a vendor responsibility to produce such reports.

7.2.15 Proposed Post-OSS Remedy Plan: KPMG Consulting is a vendor in the Ameritech-OSS Evaluation, and, as such, considers its role to be a finder and reporter of fact, as defined in the Indiana Master Test Plan. The Master Test Plan does not contemplate the proposal of a post-OSS remedy plan by KPMG Consulting.

7.2.16 Clarification of CLEC Participation: KPMG Consulting expects that the roles of participants for test activities, such as observations and exceptions calls, may evolve during the test based on IURC staff direction.

7.2.17 Dedication of Staff: KPMG Consulting understands that the duration of the testing effort is not entirely certain. Nevertheless, KPMG Consulting's intent is to provide consistent, committed staffing to this effort. If post-test activities are conducted, KPMG Consulting expects to make all necessary resources available to provide support during such activities.

7.2.18 Dispute Resolution Process. KPMG Consulting and IURC staff will determine whether a formal or informal dispute resolution process or escalation process that involves the vendor(s) is required after testing is initiated.